

Office of the State Library Performance Indicator Documentation

Supporting Documentation for Objective #1

Program: Library Services

Objective: Increase usage of the State Library collections and services by at least 10% by 2013.

Indicator Name: Items loaned from State Library collections

Indicator LaPAS PI Code: 21892

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use of public access computers and events programming. We believe that measuring the number of items checked out from the State Library's collection will reveal the usefulness and appropriateness of the materials in the collection and will show that we are meeting user needs.
3. **Use:** This indicator will reveal how well we are meeting the needs of users (state employees, agencies and general public via public library interlibrary loan). It will be used for budgeting purposes.
4. **Clarity:** Indicator is self-explanatory
5. **Validity, Reliability and Accuracy:** Circulation data (number of items loaned/checked out) is a standard library measure and is reported on a national level to several agencies.
6. **Data Source, Collection and Reporting:** Source of the data is the Library's automated system, Horizon. This captures all materials checked out from the library and includes both in person check-outs as well as items loaned via interlibrary loan.
7. **Calculation Methodology:** Sum of all items checked out.
8. **Scope:** The sum on a monthly basis may be broken out by borrower type. But, for our purposes here, we will report the aggregated sum.
9. **Caveats:** This number, since it originates from an automated system, is accurate. It does not, however, measure whether the borrower read and benefited from the item.
10. **Responsible Person:** Kytara Gaudin, Coordinator of Access Services, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4920, kgaudin@state.lib.la.us

Program: Library Services

Objective: Increase usage of the State Library collections and services by at least 10% by 2013.

Indicator Name: Number of reference questions answered

Indicator LaPAS PI Code: 1263

- 1 **Type and Level:** Output and Key indicator
- 2 **Rationale:** The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use of public access computers and events programming. We believe that measuring the number of questions asked via all methods of communication (phone, mail, in person, email) will reveal the usefulness and appropriateness of the materials in the collection as well as the skill of the staff in serving customers and will show that we are meeting user needs.
- 3 **Use:** This indicator will reveal how well we are meeting the needs of users (state employees, agencies, the general public and providing backup support for public library reference services). It will be used for budgeting purposes.
- 4 **Clarity:** A "reference question" is defined as any request for assistance or information received at a reference desk of the State Library either in person or via email, phone or regular mail. Questions may be as simple as requesting assistance with a public access computer or as complex as researching elusive federal or state legislation.
- 5 **Validity, Reliability and Accuracy:** Counting reference questions is a standard library measure and is reported on a national level to several agencies.
- 6 **Data Source, Collection and Reporting:** Number of reference questions is recorded on an ongoing basis at each service desk. On a monthly basis, they are added up and recorded on a monthly statistical report.
- 7 **Calculation Methodology:** This measure is the sum of all questions received at the Reference Desk and the Louisiana Department Desk.
- 8 **Scope:** The sum on a monthly basis is broken out by Louisiana Reference versus General Reference. But, for our purposes here, we will report the aggregated sum.
- 9 **Caveats:** This number, since it originates from staff remembering to mark down number of questions as they occur may not be exactly accurate. In addition, it does not indicate whether the questions were answered correctly.
- 10 **Responsible Person:** Marge Schroth, Head Reference Dept. State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4917, mschroth@state.lib.la.us

Program: Library Services

Objective: Increase usage of the State Library collections and services by at least 10% by 2013.

Indicator Name: Number of attendees at annual LA Book Festival

Indicator LaPAS PI Code: New

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library provides many services including the ability to check out materials, obtain answers to reference questions, use of public access computers and events programming. The annual Louisiana Book Festival is the premier public event hosted by the State Library. We believe that measuring attendance will reflect the overall success of the event.
3. **Use:** This indicator will reveal how well we are publicizing the Book Festival and whether we are providing interesting and engaging activities to attract attendees.
4. **Clarity:** An attendee is defined as someone who attends any of the Book Festival events, including author reception, workshops, children's activities, book talks, musical events.
5. **Validity, Reliability and Accuracy:** Attendance at each event is measured by "counting heads" once the event is underway. Room monitors and staff count and report the results. The same method of reporting has been used for each annual Book Festival.
6. **Data Source, Collection and Reporting:** Data is collected at each event and the total reported once per year, usually in the second quarter of the fiscal year.
7. **Calculation Methodology:** This measure is the sum of all attendance at all Book Festival events.
8. **Scope:** Some demographic information (age, gender, family income, level of education, race) is gathered on evaluation forms, but only a portion of attendees fill out the forms.
9. **Caveats:** This number, since it originates from room monitors and staff remembering to mark down number of attendees at each event may not be completely accurate. It also does not take into account, people who come for the day and sit outside and listen to music and purchase food, but attend no formal event. Likewise, if the same person attends multiple events, he may be counted twice.
10. **Responsible Person:** Rod Mills, Center for the Book Director, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-9714, rmills@state.lib.la.us

Supporting Documentation for Objective # 2

Program: Library Services

Objective: Increase usage of public library resources by 20% by 2013.

Indicator Name: Number of electronic database searches

Indicator LaPAS PI Code: 21896

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational databases and state aid which funds technology and materials in public libraries. We believe that measuring usage of the interlibrary loan system, databases and public access computers in public libraries shows the benefit and return on investment in these technologies. Electronic database searches reveals the number of times a user has successfully executed a search in one of the statewide databases.
3. **Use:** Database usage statistics are reviewed annually by the OSL Database Advisory Committee to determine which databases will be renewed and if new databases need to be added.
4. **Clarity:** A database search is defined as entering a keyword or phrase in order to retrieve information from one of the statewide databases.
5. **Validity, Reliability and Accuracy:** Database usage statistics are a standard library measure reported on a national level to several agencies. While not all vendors report usage in the same way, tracking usage year-over-year from the same vendor will provide information about increases/decreases in usage of that resource.
6. **Data Source, Collection and Reporting:** Data is derived from usage reports received from each database vendor.
7. **Calculation Methodology:** This measure is the sum of all searches reported by all vendors.
8. **Scope:** OSL receives and reports aggregated usage from each vendor. Once per year, overall usage by individual library is available in the print annual *Public Library Statistical Report*.
9. **Caveats:** This number, since it originates from various vendors is dependent upon how the vendor defines and reports a "search". There are endeavors underway in the library world, specifically Project Counter, which is attempting to require vendors to all adhere to the same definition of a search. But at this time, interpretation of vendor reports is sometimes unclear.
10. **Responsible Person:** Riley Bordelon, Library Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-0798, rbordelo@state.lib.la.us

Program: Library Services

Objective: Increase usage of public library resources by 20% by 2013.

Indicator Name: Number of items loaned among public libraries

Indicator LaPAS PI Code: 21891

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational databases and state aid which funds technology and materials in public libraries. We believe that measuring usage of the interlibrary loan system, databases and public access computers in public libraries shows the benefit and return on investment in these technologies. This measure shows the number of items public libraries loan among themselves, rather than the number of items the State Library loans to them.
3. **Use:** Statistics are reviewed by the OSL Interlibrary Loan Advisory Committee to determine which libraries are using the system, if additional training is needed in a particular area, and to assess how much the local libraries promote and advertise the service.
4. **Clarity:** An interlibrary loan is defined as one item requested and supplied within the framework of the statewide interlibrary system..
5. **Validity, Reliability and Accuracy:** Data is accurate since it is derived from the vendor's automated system. Numbers of items actually loaned may be lower because subject requests, while they come in on the system, are not supplied via the system. Thus, not all subject requests which are fulfilled get counted.
6. **Data Source, Collection and Reporting:** Data is derived from usage reports received from the interlibrary loan vendor.
7. **Calculation Methodology:** This measure is the sum of all items in the statewide system with a status of "shipped", minus those items "shipped" from the State Library.
8. **Scope:** OSL receives and posts to the OSL Extranet the usage data from the interlibrary loan vendor. Data is available by type of transaction as well as by library. For our purposes, only the aggregate number of items "shipped" among public libraries is reported.
9. **Caveats:** This number is accurate in that it reports the total items requested and supplied via the statewide system. However, it does not reveal the number of requests that are processed, but not filled, due to the items being checked out. Many of the latter items are then requested from the State Library to be borrowed from the OSL collection or from out-of-state, using a separate automated system.
10. **Responsible Person:** Kytara Gaudin, Coordinator of Access Services, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4920, kgaudin@state.lib.la.us

Program: Library Services

Objective: Increase usage of public library resources by 20% by 2013.

Indicator Name: Number of uses of public access Internet computers in public libraries (Renamed from "Public library patrons accessing electronic resources")

Indicator LaPAS PI Code: 21899

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library provides many services for public libraries including an interlibrary loan system, statewide subscriptions to informational databases and state aid which funds technology and materials in public libraries. We believe that measuring usage of the interlibrary loan system, databases and public access computers in public libraries shows the benefit and return on investment in these technologies. This measure shows how many times users come in to a public library anywhere in the state and sit down to use a public access computer.
3. **Use:** Statistics are used by the public libraries to assess whether additional computers and/or bandwidth are needed. The State Library uses the statistics to gauge usage of technology and how much overall usage of public libraries is increasing.
4. **Clarity:** A "public access computer use" is defined as a patrons signing up for a session at a public library.
5. **Validity, Reliability and Accuracy:** Data is considered reasonably accurate since most libraries require that patrons sign up for a computer in advance. The names are counted and recorded and then the sheets destroyed to protect the patron's individual privacy. Tracking data over time within one institution will reveal increased / decreased traffic and usage.
6. **Data Source, Collection and Reporting:** Data is derived from signup sheets in use at individual libraries, recorded and reported once per year in the annual *Public Library Statistical Report*. These numbers, reported in the 4th quarter of each fiscal year, represent data from the previous calendar year.
7. **Calculation Methodology:** This represents the sum of all usage figures reported by all public libraries.
8. **Scope:** Data is available by individual library in the print annual *Public Library Statistical Report*. For our purposes, we report only the aggregated number.
9. **Caveats:** This number is accurate in that it reports the number of times users have signed up to use a public access computer at a public library. It is assumed that the usage may be under-reported since there may be times in libraries when there are enough computers and people do not need to sign up in advance. It is not clear if all these uses are counted.
10. **Responsible Person:** Dorothy White, Senior Library Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4951, dwhite@state.lib.la.us

Supporting Documentation for Objective #3

Program: Library Services

Objective: By 2013, provide 250 media promotions and presentations that bring attention to libraries and their resources

Indicator Name: Number of media promotions (Renamed from “Number of media press releases produced”)

Indicator LaPAS PI Code: 14873

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library provides information in a number of different venues: print press releases, web press releases, printed reports, television and radio interviews, billboards and formal presentations to groups. OSL uses the appropriate media depending on the time and the audience to be reached. We are expanding the indicator that was previously measuring only print press releases to include electronic and in-person marketing/promotional activities as well. We feel that this broader definition will provide a better picture of OSL activities.
3. **Use:** Statistics are used to assess productivity of the Communications and Marketing effort.
4. **Clarity:** A media promotion is defined as a major article / press release in either print form or electronic, a print report or broadcast media event that promotes State Library activities, resources or services.
5. **Validity, Reliability and Accuracy:** Data for print items is reasonably accurate because a file is maintained of all publications. We will begin to track and count non-print publications by recording the date and topic in a spreadsheet.
6. **Data Source, Collection and Reporting:** Data is derived from an online monthly statistical report.
7. **Calculation Methodology:** This is the sum of all media promotions.
8. **Scope:** Individual topics and publications are recorded, but only the aggregated total is reported.
9. **Caveats:** This number may not include items in which OSL played a cooperative role with other CRT agencies, such as the Sunset reports.
10. **Responsible Person:** Paulita Chartier, Communications Director, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-9713, pchartier@state.lib.la.us

Program: Library Services

Objective: By 2013, provide 250 media promotions and presentations that bring attention to libraries and their resources

Indicator Name: Number of presentations to outside groups

Indicator LaPAS PI Code: New

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library provides information in a number of different venues: print press releases, web press releases, printed reports, television and radio interviews, billboards and formal presentations to groups. OSL uses the appropriate media depending on the time and the audience to be reached. Although staff do a great deal of outreach, often speaking publicly about State Library services and resources, we have never officially reported this activity. We believe that tracking these public speaking events will provide a more rounded picture of OSL outreach.
3. **Use:** Statistics are used to assess productivity of the Communications and Marketing effort.
4. **Clarity:** A public speaking event is defined as a staff member giving a formal presentation about OSL activities, resources and services to a non-OSL organized group. It does not include workshops or training sessions, as these are counted elsewhere.
5. **Validity, Reliability and Accuracy:** Data will be reasonably accurate because staff will begin to track and count outside presentations by date and topic and audience in an online spreadsheet.
6. **Data Source, Collection and Reporting:** Data is derived from an online monthly statistical report.
7. **Calculation Methodology:** This is the sum of all outside presentations
8. **Scope:** Individual topics, dates and audience will be recorded, but only the aggregated total is reported.
9. **Caveats:** This number may not include presentations in which OSL played a cooperative role with other CRT agencies, such as the Sellers Orientations.
10. **Responsible Person:** Paulita Chartier, Communications Director, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-9713, pchartier@state.lib.la.us

Supporting Documentation for Objective #4

Program: Library Services

Objective: Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities and by 2013, assist in rebuilding to 333 the number of library service outlets, distributed among all 64 parishes.

Indicator Name: Number of libraries receiving consultations and site visits

Indicator LaPAS PI Code: 21894

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library consulting staff provide advice and information on a daily basis via telephone and email. We want to make a greater effort to get out and conduct face-to-face assessments of each public library system as part of an overall strategy to improve library services at the local level and to make sure that all public library staff are able to fully utilize the tools and resources available to them from the State Library
3. **Use:** Statistics are used to assess productivity of the Library Development Division of the State Library. We will also use the data to make sure that we are visiting all areas of the state and are not too focused on any one area.
4. **Clarity:** A consultation or site visit is defined as a State Library staff member going on site at a public library for at least 2 hours for purposes of assessing quality of services or to provide expert advice on a particular library topic.
5. **Validity, Reliability and Accuracy:** Data will be reliable and accurate since site visits must be planned and approved in advance. There may be some ambiguity about some visits, i.e. whether to treat them as consulting visits or training or presentations. Staff will need training on how to record visits.
6. **Data Source, Collection and Reporting:** Data is derived from an online monthly statistical report.
7. **Calculation Methodology:** This is the sum of all consulting visits.
8. **Scope:** Individual visits are recorded, but only the aggregated total is reported.
9. **Caveats:** There may be some ambiguity between workshops, presentations and consulting visits; we will have to make sure all staff are aware of the definitions.
10. **Responsible Person:** Dorothy White, Senior Library Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4951, dwhite@state.lib.la.us

Supporting Documentation for Objective #4

Program: Library Services

Objective: Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities and by 2013, assist in rebuilding to 333 the number of library service outlets, distributed among all 64 parishes.

Indicator Name: Number of workshops held

Indicator LaPAS PI Code: 14869

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library's Library Development Division provides training and consulting opportunities for public library staff. Many library directors are not trained librarians and rely on the educational opportunities offered by the State Library to teach them how to provide basic library services to their communities. Counting the number of educational opportunities presented measures the amount of training available to public library staff. This also measures appropriateness of topic, time and location since we will cancel a workshop (and it will not be counted) if there are not enough participants.
3. **Use:** Statistics are used to assess productivity of the Library Development Division of the State Library and how well we are addressing public library staff training needs.
4. **Clarity:** A workshop is defined as an educational opportunity at least 2 hours in length that is designed to teach or convey in a formal setting a body of information or skills to the attendees. This is different from a presentation or site visit.
5. **Validity, Reliability and Accuracy:** Data will be reliable and accurate since workshops are scheduled in advance and registrations accepted. There may be some ambiguity about what constitutes a workshop versus a presentation versus a site visit. A workshop will typically have expected educational outcomes and requires registration.
6. **Data Source, Collection and Reporting:** Data is derived from an online monthly statistical report.
7. **Calculation Methodology:** This is the sum of all workshops held.
8. **Scope:** Individual workshops are recorded, but only the aggregated total is reported.
9. **Caveats:** There may be some ambiguity between workshops, presentations and consulting visits; we will have to make sure all staff are aware of the definitions.
10. **Responsible Person:** Dorothy White, Senior Library Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4951, dwhite@state.lib.la.us

11. Supporting Documentation for Objective #4

Program: Library Services

Objective: Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities and by 2013, assist in rebuilding to 333 the number of library service outlets, distributed among all 64 parishes.

Indicator Name: Number of attendees at workshops

Indicator LaPAS PI Code: 14870

1. **Type and Level:** Output and Key indicator
2. **Rationale:** The State Library's Library Development Division provides training and consulting opportunities for public library staff. Many library directors are not trained librarians and rely on the educational opportunities offered by the State Library to teach them how to provide basic library services to their communities. Counting the number of attendees at these educational opportunities reflects the appropriateness of the topic, location and time and their prior experience with the quality and usefulness of OSL-sponsored workshops.
3. **Use:** Statistics are used to assess productivity of the Library Development Division of the State Library and the effectiveness of scheduling and appropriateness of topic.
4. **Clarity:** A workshop attendee is defined as a participant in a workshop. Staff who are there only to provide refreshments, accept registration forms, etc. are not counted.
5. **Validity, Reliability and Accuracy:** Data will be reliable and accurate since workshops are scheduled in advance and registrations accepted in advance and on-site. There may be some discrepancies between the number of people who register for a workshop and the number that actually attend. We will count actual attendance, not registrations.
6. **Data Source, Collection and Reporting:** Data is derived from an online monthly statistical report.
7. **Calculation Methodology:** This is the sum of attendance at all workshops held.
8. **Scope:** Individual workshops and attendance are recorded, but only the aggregated total is reported.
9. **Caveats:** Sometimes we hire outside trainers and we depend on them to obtain accurate attendance figures and report them to us.
10. **Responsible Person:** Dorothy White, Senior Library Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4951, dwhite@state.lib.la.us

Program: Library Services

Objective: Provide a minimum of 80 educational opportunities per year for public library staff to improve and enhance their abilities to meet the needs of their communities and by 2013, assist in rebuilding to 333 the number of library service outlets, distributed among all 64 parishes.

Indicator Name: Number of public library service points

Indicator LaPAS PI Code: new – relates to Scorecard

1. **Type and Level:** Output and Key indicator
2. **Rationale:** Immediately after the storms of 2005, approximately 1/3 of all public libraries in Louisiana were closed due to damage or total destruction. As of July 2007, approximately 10% remain closed, all of these totally destroyed. As a measure of recovery from the storms we are tracking the number of open library facilities in every parish on the Rebirth Scorecard. Libraries have expressed the desire to rebuild the closed facilities to the extent that there would then be 333 buildings. However, due to funding, local conditions, FEMA regulations, etc. some buildings may be replaced with bookmobiles or leased facilities; hence, we are using the term “library service outlets”.
3. **Use:** Statistics are used to assess the degree of recovery from the storms in each parish. In other federal venues, we report that we strive for a public library facility within a 20 minutes’ drive for every citizen.
4. **Clarity:** A library service outlet is generally a permanent library building, but it could be a bookmobile or leased facility, as long as it is considered “permanent”.
5. **Validity, Reliability and Accuracy:** Data will be reliable and accurate since public libraries report the number of facilities in their annual report.
6. **Data Source, Collection and Reporting:** Data is derived from an online monthly statistical report and the annual *Public Library Statistical Report*.
7. **Calculation Methodology:** This is the sum of all service points.
8. **Scope:** Includes all permanent buildings, permanent leased facilities and bookmobiles used in lieu of rebuilding a facility.
9. **Caveats:** Temporary facilities will not be counted.
10. **Responsible Person:** Dorothy White, Senior Library Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4951, dwhite@state.lib.la.us

Supporting Documentation for Objective #5

Program: Library Services

Objective: By 2013, provide 200,000 items per year to special populations and increase participation in children's program to 110,000 per year.

Indicator Name: Number of participants in Summer Reading Program

Indicator LaPAS PI Code: 20735

1. **Type and Level:** Output and Key indicator
2. **Rationale:** Reporting number of children and teens enrolled in various children's programs reflects the popularity of these programs, their attractiveness to children and parents and OSL's success in obtaining buy-in from the public libraries. OSL provides the theme, masters for materials and statewide coordination. Local public libraries actually implement the annual Summer Reading Program for their users. Tracking number of children and teens registered or enrolled shows success of the program.
3. **Use:** Statistics are used to assess success of the Summer Reading Program.
4. **Clarity:** An enrolled child is defined as any child or teen which signs up for either the Summer Reading Program or the Teen Reading Program; this covers ages preschool through age 18.
5. **Validity, Reliability and Accuracy:** This indicator has been used for many years to track success of the programs. Examination of year-over-year data reveals increases and decreases in participation.
6. **Data Source, Collection and Reporting:** Each public library maintains statistics on number of children/teens registered and reports it once per year in early Fall to the State Library.
7. **Calculation Methodology:** This is the sum of registrations at all public libraries.
8. **Scope:** Individual libraries report to OSL the number of participants, but OSL reports only the aggregated total. Data is available on number of children and teens participating, but not reported.
9. **Caveats:** OSL is dependent upon the libraries to keep accurate statistics. Also, this number does not reflect the percentage of children/teens who actually complete the programs.
10. **Responsible Person:** Gale Criswell, Children's and Teen's Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-9716, gcriswel@state.lib.la.us

Program: Library Services

Objective: By 2013, provide 200,000 items per year to special populations and increase participation in children's program to 110,000 per year.

Indicator Name: Number of participants in LA Young Readers' Choice (LYRC) Program

Indicator LaPAS PI Code: 21895

1. **Type and Level:** Output and Key indicator
2. **Rationale:** Reporting number of children enrolled in various children's programs reflects the popularity of these programs, their attractiveness to children and parents and OSL's success in obtaining buy-in from the schools. For LYRC, OSL provides the reading list and statewide coordination. Local public libraries and schools promote and publicize the program to their communities.
3. **Use:** Statistics are used to assess success of the LYRC Program; in addition, the children vote on their favorite book and an annual award is presented to the author.
4. **Clarity:** An enrolled child is one who reads a book from the published list and votes on his favorite book. Numbers represent total votes.
5. **Validity, Reliability and Accuracy:** This indicator has been used for many years to track success of the programs. Examination of year-over-year data reveals increases and decreases in participation.
6. **Data Source, Collection and Reporting:** Teachers gather votes in their classes and go to an online form on the OSL website to report votes. In some areas, schools use real voting machines on loan from the Secretary of State to capture votes; then the teachers report the votes online.
7. **Calculation Methodology:** This is the total number of all votes cast.
8. **Scope:** Individual teachers report to OSL the number of votes for each book, but OSL reports only the aggregated total.
9. **Caveats:** OSL is dependent upon the teachers to report accurate votes.
10. **Responsible Person:** Gale Criswell, Children's and Teen's Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-9716, gcriswel@state.lib.la.us

Program: Library Services

Objective: By 2013, provide 200,000 items per year to special populations and increase participation in children's program to 110,000 per year.

Indicator Name: Number of items circulated to the blind and physically handicapped (Renamed from: "Circulation of Materials")

Indicator LaPAS PI Code: 21898

1. **Type and Level:** Output and Key indicator
2. **Rationale:** Reporting number of items circulated reflects the productivity and popularity of the Services for the Blind and Physically Handicapped (SBPH) program.
3. **Use:** Statistics are used to assess success of the SBPH program and are used to track usage.
4. **Clarity:** An item circulated could be a talking book, magazine, or reading machine loaned to a blind or handicapped patron.
5. **Validity, Reliability and Accuracy:** This indicator has been used for many years to track success of the program. Examination of year-over-year data reveals increases and decreases in usage.
6. **Data Source, Collection and Reporting:** Data is extracted from the SBPH automated system, KLAS, and is considered accurate.
7. **Calculation Methodology:** This is the sum of all items checked out from KLAS including machines, talking books, large print books, etc.
8. **Scope:** Data for books, machines and tapes is available, but OSL reports the aggregated total..
9. **Caveats:** This does not measure enjoyment or actual use of the materials.
10. **Responsible Person:** Margaret Harrison, Coordinator of Outreach Services
State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4942, mharriso@state.lib.la.us

Program: Library Services

Objective: By 2013, provide 200,000 items per year to special populations and increase participation in children's program to 110,000 per year.

Indicator Name: Number of public library staff trained in early childhood literacy concepts

Indicator LaPAS PI Code: new

1. **Type and Level:** Output and Key indicator
2. **Rationale:** Reporting number of public library staff trained will measure output of the Library Development Division of OSL. In these children's initiatives, we reach out, not to the children themselves, but teach caregivers, parents and library staff how to prepare young children to be ready to learn to read by age 5.
3. **Use:** Statistics are used to assess output and number of library staff reached.
4. **Clarity:** Reflects attendance at early childhood literacy workshops and training sessions held for public library staff.
5. **Validity, Reliability and Accuracy:** Workshop attendance is a standard reporting measure. It should be noted, however, that these attendance numbers are a subset of, or are included in, the overall number of workshop attendees reported elsewhere. Because this is a new program and vitally important to the future literacy levels of Louisianans, we want to track the information separately.
6. **Data Source, Collection and Reporting:** Data is extracted from registration forms at workshops and recorded in an online monthly statistical report.
7. **Calculation Methodology:** This is the sum of attendance at all workshops presented to public library staff on this topic.
8. **Scope:** Data is available on presentations and workshops of other types and to different audiences, but we want to track only this activity.
9. **Caveats:** This does not measure whether the library staff then use the concepts covered, nor whether they went out to local children's caregivers (e.g. Head Start and day care centers) and presented the concepts there.
10. **Responsible Person:** Rose Anne St. Romain, Early Childhood Education Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-219-9502, rstromai@state.lib.la.us

Supporting Documentation for Objective #6

Program: Library Services

Objective: The State Library will achieve a 90% satisfaction rate in surveys of its users.

Indicator Name: Percentage of public libraries satisfied with OSL services (Renamed from "Annual satisfaction survey of public libraries")

Indicator LaPAS PI Code: 21897

11. Type and Level: Quality and Key indicator

12. Rationale: An annual survey of public library directors will reveal their satisfaction with services offered by OSL. We hope to achieve at least 90% satisfied or very satisfied with services.

13. Use: Statistics will be used to assess satisfaction with various services and to budget which services should be continued, dropped, or improved to better meet needs. Survey results will be used for planning.

14. Clarity: Indicator is clear, although individuals responding to survey may define "satisfied" differently. Indicator is subjective.

15. Validity, Reliability and Accuracy: Satisfaction is different from usage or awareness of a particular service. We are specifically seeking satisfaction levels, although survey is designed to indicate if the respondent is unaware or does not use a service.

16. Data Source, Collection and Reporting: Each spring, a survey of public library directors will be conducted and results reported.

17. Calculation Methodology: This will represent the percentage of respondents to an annual survey that mark either "satisfied" or "very satisfied" for each OSL service. Formula: $(\text{very satisfied} + \text{satisfied}) / \text{total surveys completed}$

18. Scope: Although data on non-use and lack of awareness will be available on each service OSL offers, we will report only satisfaction levels at the aggregated level.

19. Caveats: By nature, a survey instrument is only a snapshot in time and, depending on the respondent, may not truly represent overall satisfaction throughout the year.

20. Responsible Person: Dorothy White, Senior Library Consultant, State Library of Louisiana, 701 North 4th St., Baton Rouge, LA 70802-5232, 225-342-4951, dwhite@state.lib.la.us